

ITIL V4 Foundation - sample questions quiz 02

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Ignore the questions' coefficients:

1 Which service management dimension is focused on activities and how these are coordinated?

- Partners and suppliers
- Value streams and processes
- Organizations and people
- Information and technology

2 Which is a purpose of the 'service desk' practice?

- To capture demand for incident resolution and service requests
- To set clear business-based targets for service performance
- To maximize the number of successful IT changes by ensuring risks are properly assessed
- To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

3 Which value chain activity creates service components?

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- Engage
- Obtain/build
- Deliver and support
- Improve

4 Which describes the principle 'think and work holistically'?

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- Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- Conducting a review of existing service management practices and decide what to keep and what to discard
- Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- Reviewing service management practices and removing any unnecessary complexity

5 What is the purpose of 'supplier management'?

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- To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
- To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities
- To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services

6 Which practice is responsible for moving components to live environments?

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- Release management
- Change enablement
- Deployment management
- IT asset management

7 Which ITIL concept describes governance ?

⦿

- The four dimensions of service management
- The seven guiding principles
- The service value system
- The service value chain

8 Which practice provides a single point of contact for users?

⦿

- Change enablement
- Service desk
- Service request management
- Incident management

9

⦿

- 3 and 4
- 2 and 3
- 1 and 2
- 1 and 4

10 What is the definition of an event?

⦿

- Any change of state that has significance for the management of a configuration item or IT service
- Any valuable component that can contribute to delivery of an IT product or service
- Any component that needs to be managed in order to deliver an IT service
- The ability of an IT service or other configuration item to perform its agreed function when required

11 What is a standard change?

⦿

- A change that doesn't need risk assessment because it is required to resolve an incident
- A change that is assessed, authorized and scheduled as part of 'continual improvement'
- A change that needs to be assessed, authorized, and scheduled by a change authority

A change that doesn't need risk assessment because the procedure has been pre-authorized

12 Which describes the nature of the guiding principles?

Guiding principles describe the processes that all organizations must adopt

A guiding principle can guide an organization in all circumstances

An organization will select one of the principles to adopt

Each guiding principle mandates specific actions and decisions

13 How does 'service request management' contribute to 'obtain/build' value chain activity?

It collects user-specific requirements, sets expectations and provides status updates

It acquires pre-approved service components to help fulfil service requests

It ensures users continue to be productive when they need assistance from the service provider

It analyzes data to identify opportunities to provide new service request options

14 Which is a key consideration for the guiding principle 'keep it simple and practical'?

Understand how each element contributes to value creation

Try to create a solution for every exception

Start with a complex solution, then simplify

Ignore conflicting objectives of different stakeholders

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

Design and transition

Obtain/build

Engage

Deliver and support

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